

Planning & Development

Planning & Development Services | PLANNING & DEVELOPMENT ADMINISTRATION

Program Description:

The Administration program provides the leadership and management of the Planning & Development Services' programs.

Trends:

Work with citizens to build and preserve Scottsdale as a great community in a dynamically changing development environment.

Program Broad Goals:

Leadership, administration, and implementation of City Council, Citywide organization and departmental work plans.

Maintain and update departmental focus on continuous improvement and measure progress regularly and implement as a criteria/expectation in all staff performance plans.

Evaluate and address organizational structure to insure that adequate and appropriate resources are applied as required.

Program 2006/07 Objectives:

Ensure all projects committed to (based on City Council, Citywide organization and departmental work plans) are completed within established timelines.

Increase percentage of customers surveyed annually via facilitated focus group sessions and feedback cards.

Develop annual surveys for stakeholders and customers regarding satisfaction with work product/service delivery, as well as meet two times per year regarding department/organization work plan, priorities and updates.

Program Provided in Partnership With

City Council, Development Review Board, Planning Commission, City Leadership

Program Customers

Scottsdale citizens, City Council, other City departments

Basic Equipment

Personal computers, network printers, telephones, cell phones

Special Equipment

Community Development System (CDS), Adobe products

City Council's Broad Goal(s)

Environmental Sustainability & Preservation

Program Staffing		
3 FT Chief Plng & Dvlpmnt Officer	3.00	
1 FT Exec Asst For Spec Projects	1.00	
1 FT GM Planning & Development Svcs	1.00	
Total Program FTE		5.00

Planning & Development Services | PLANNING & DEVELOPMENT ADMINISTRATION

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
Ensure all projects committed to (based on City Council, Citywide organization and departmental work plans) are completed within established timelines	100%	100%	100%	100%
Develop departmental vision, goals and work plan with appropriate linkages to City Council and Citywide organization goals/expectations and regularly communicate/update departmental expectations	100%	100%	100%	100%

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
Restructure Customer Service divisions for appropriate and enhanced services	n/a	95%	96%	98%
Ensured timely and comprehensive community involvement in the development process	100%	100%	100%	100%

Expenditures By Type

	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	623,718	721,398	721,398	781,340
Contractual Services	95,755	165,861	165,861	313,514
Commodities	10,400	8,446	8,446	28,270
Capital Outlays	1,619	-	-	-
Total Program Budget	\$731,492	\$895,705	\$895,705	\$1,123,124

Planning & Development Services | CUSTOMER SERVICES

Program Description:

The Customer Services division includes Permitting, Records, Communications, Finance and Technology. Provide timely and efficient service to our customers submitting applications for permits, over the counter reviews, and fee inquiries at the One Stop Shop. In addition, maintain, archive and provide access to development related information, including case files, maps and permits.

Trends:

Build and preserve Scottsdale as a great community. Continuously monitor and respond to changing customer service needs and expectations, as well as community and citizen expectations.

Program Broad Goals:

Leverage technology to provide consistent and value-added customer service throughout the department.

Distribute weekly electronic bulletin (Development Update) to provide information on services and resources.

Expand the number of processes/services the customer can access/process from alternate locations such as the Customer Service Office at the Corporation Yard and/or via the City's web site.

Program 2006/07 Objectives:

Increase customer service efficiency and reduce customer wait time.

Annually review, update and implement a user-fee structure that reasonably reflects the cost of service provided.

Program Provided in Partnership With

Economic Vitality, Utility Billing, Accounting, Tax Audit, Information Services, Citizen & Neighborhood Resources

Program Customers

Scottsdale citizens, City Council, property owners, development professionals, Water Resources, Transportation, The Downtown Group

Basic Equipment

Personal computers, LaserJet printers, fax machines, plotter, scanner, label maker, telephones, cell phone

Special Equipment

Community Development System, Cashiering for Windows, Credit Card Authorization, Adobe products, Photoshop, ArcView, FrontPage, SmartStream

City Council's Broad Goal(s)

Environmental Sustainability & Preservation

Program Staffing	
1 FT Administrative Assistant	1.00
1 FT Communications & Cust Rel Mgr	1.00
1 FT Customer Relations Associate	1.00
2 FT Development Services Manager	2.00
6 FT Development Services Rep	6.00
5 FT Engineering Technician I	5.00
1 FT Management Analyst, Sr	1.00
1 FT Planner, Associate	1.00
2 FT Planner, Principal	2.00
1 FT Planner, Sr.	1.00
1 FT Plans Coordinator	1.00
1 FT Plng & Development Svcs Dir	1.00
1 FT Secretary	1.00
1 FT Support Specialist	1.00
1 FT Systems Integrator	1.00
1 FT Systems Integrator, Lead	1.00
2 FT Technology Coordinator	2.00
1 PT Administrative Secretary	0.50
1 PT Customer Relations Associate	0.50
1 PT Planner, Sr.	0.50
1 PT Secretary	0.50
Total Program FTE	31.00

Planning & Development Services | CUSTOMER SERVICES

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
Survey broad cross-section of department customers to determine effectiveness of service delivery	25% of customers surveyed	30% of customers surveyed	35% of customers surveyed	40% of customers surveyed
Complete over the counter reviews within 24 hours	94%	95%	98%	99%

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
Process liquor license applications within 60 days and special event applications within two weeks of proposed event	95%	98%	99%	100%
Increase customer service efficiency and reduce customer wait-time	45min	25min	15min	10min

Expenditures By Type

	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	1,390,978	1,909,774	1,909,774	2,177,838
Contractual Services	388,932	370,114	380,552	400,225
Commodities	78,408	69,302	69,376	74,945
Capital Outlays	2,992	-	-	-
Total Program Budget	\$1,861,310	\$2,349,190	\$2,359,702	\$2,653,008

Planning & Development Services | PLANNING SERVICES

Program Description:

The Planning Services program implements community expectations to maintain Scottsdale's unique character and quality design standards.

Trends:

Build and preserve Scottsdale as a great community. Providing citizens with information as part of the consideration and development deliberation process and developing action-oriented plans for infrastructure and planning studies that are responsive to current conditions and proactive in identifying issues.

Program Broad Goals:

Ensure timely and comprehensive community involvement in the processing of development requests.

Develop strategic short-term and long-range plans and guidelines for the City that address the issues of revitalization in the maturing portions, as well as developing areas of the community, and that promote Scottsdale's unique character and quality.

Support the Downtown Action Team by leading in all areas of planning and design related to downtown and manage and coordinate the pre-development process for the strategic projects in downtown.

Program 2006/07 Objectives:

Provide public hearing notification that meets legal requirements, including legal ads, site postings, and property owner notifications.

Assure the compliance of private development proposals and City projects with the City's architectural design standards, streetscape design, scenic corridor guidelines and other policies.

Actively integrate policies and plans, as well as oversee/review downtown projects.

Program Provided in Partnership With

City Council, Development Review Board, Planning Commission, The Downtown Group, Preservation, Transportation, Citizen & Neighborhood Resources

Program Customers

Scottsdale citizens, City Council, City employees, Commissioners, Developers, Architects

Basic Equipment

Personal computers, laser printers, fax machine, plotter, scanner, laptops, telephones, cell phone, laminator

Special Equipment

Community Development System (CDS), Adobe Illustrator, Photoshop, PageMaker, Quark, Microsoft Project, Crystal Reports Pro, FrontPage, MS Publisher

City Council's Broad Goal(s)

Environmental Sustainability & Preservation

Program Staffing	
1 FT Administrative Secretary	1.00
1 FT Design Studio Planner	1.00
1 FT Development Planning Manager	1.00
1 FT Engineering Technician I	1.00
1 FT Environmental Coordinator	1.00
1 FT Graphics Design Coordinator	1.00
7 FT Planner	7.00
7 FT Planner, Associate	7.00
2 FT Planner, Principal	2.00
10 FT Planner, Sr.	10.00
6 FT Planning Assistant	6.00
1 FT Plng & Development Svcs Dir	1.00
4 FT Project Coordination Manager	4.00
2 FT Secretary	2.00
2 PT Intern	1.00
Total Program FTE	
46.00	

Planning & Development Services | PLANNING SERVICES

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
Develop surveys for City Council, as well as Boards and Commissions to assess if the quality of information provided meets their expectations	1 survey 80% positive	2 surveys 85% positive	3 surveys 90% positive	4 surveys 90% positive
Provide applicant with pre-application meeting within 30 days of submitting request	90%	100%	100%	100%

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
Strategic Area Plans implemented	1	2	0	2
Complete 100% of our committed work plan items	90%	98%	98%	100%

Expenditures By Type				
	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	2,676,685	2,926,293	2,926,293	3,436,126
Contractual Services	196,247	464,016	480,731	605,309
Commodities	114,971	66,560	69,341	150,235
Capital Outlays	1,627	-	-	20,000
Total Program Budget	\$2,989,530	\$3,456,869	\$3,476,365	\$4,211,670

Planning & Development Services | DEVELOPMENT SERVICES

Program Description:

Development Services includes Plan Review and Inspection & Land Survey programs that assures compliance with all applicable building, engineering, planning & land survey codes and ordinances.

Trends:

Build and preserve Scottsdale as a great community. Deliver quality customer service through the timely review and inspection of building, engineering and fire plans and projects.

Program Broad Goals:

Provide quality and timely plan review for all engineering, building and fire submittals.

Accurately survey new infrastructure (pavement, waterlines, sewer lines, etc.) in a timely manner.

Provide quality and timely inspections.

Program 2006/07 Objectives:

All projects and infrastructure are in compliance with case stipulations.

Complete plan review within 30 calendar days.

All inspections comply with City Codes & Ordinances and Maricopa Association of Government specifications.

Program Provided in Partnership With

Scottsdale citizens, Water Resources, Transportation, Municipal Services, Risk Management

Program Customers

Scottsdale citizens, City Council, homeowners, developers, contractors, business owners, utility companies, other City departments

Basic Equipment

Personal computers, network printers, telephones, fax machines, plotter, scanner, ruggedized laptops, cell phones, GPS land surveying devices, large copier

Special Equipment

Community Development System (CDS), Cashiering for Windows, credit card authorization, SmartStream, Microstation, Axion, WinZip, Eagle Point, Trimble Survey Controller, Trimble Reference Station, Trimble Geomatic Office, Trimble GPS Receiver, Star Plus, Pendragon Form, electronic leveler, AutoCad, DWF Composer

City Council's Broad Goal(s)

Neighborhoods

Environmental Sustainability & Preservation

Transportation

Program Staffing

1 FT ADA Coordinator	1.00
1 FT Building Coordination Manager	1.00
1 FT Building Inspection Manager	1.00
1 FT Building Inspection Supervisor	1.00
13 FT Building Inspector	13.00
1 FT Building Inspector Coord	1.00
2 FT Citizen Services Assistant	2.00
2 FT Citizen Services Rep	2.00
3 FT Civil Engineer	3.00
5 FT Civil Engineer, Sr.	5.00
1 FT Development Engineering Mgr	1.00
1 FT Field Engineering Coordinator	1.00
1 FT Field Engineering Manager	1.00
1 FT Land Survey Coordinator	1.00
1 FT Office Coordinator Manager	1.00
1 FT Plan Review Manager	1.00
1 FT Planning Coordination Manager	1.00
1 FT Planning Inspection Manager	1.00
6 FT Planning Inspector	6.00
5 FT Plans Examiner	5.00
7 FT Plans Examiner, Sr.	7.00
1 FT Plng & Development Svcs Dir	1.00
8 FT Public Works Inspector	8.00
1 FT Public Works Planner	1.00
1 FT Secretary	1.00
1 FT Structural Engineer, Sr.	1.00
1 FT Structural Plans Examiner	1.00
3 FT Survey Technician I	3.00
6 FT Survey Technician II	6.00
1 FT Survey Technician III	1.00

Total Program FTE 79.00

Planning & Development Services | DEVELOPMENT SERVICES

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
Provide timely and quality construction document review for engineering, building and fire plan submittals by completing plan review within 30 calendar days	93%	95%	97%	98%
Inspections Completed	195,000	203,000	205,000	205,000

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
% of inspections performed within 24 hours	97%	98%	99%	99%
# of Certificate of Occupancy issued	3,000	3,100	2,900	3,000

Expenditures By Type

	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	5,607,152	6,322,413	6,322,413	6,537,109
Contractual Services	650,284	769,284	779,231	770,678
Commodities	175,389	83,548	85,108	104,950
Capital Outlays	6,304	-	-	-
Total Program Budget	\$6,439,129	\$7,175,245	\$7,186,752	\$7,412,737